Virginia Information Technologies Agency

# IT Statement Of Work (SOW) Request Process

| Agency | Managed Services Provider (MSP) | Agency | Managed Services Provider (MSP) | Managed Services Provider (MSP) |
|---|---|---|---|---|
| **Request Submitted** | **Supplier Proposal** | **SOW Award** | **SOW Engagement** | **Ongoing Program Management** |
| - Hiring Mgr identifies need for IT SOW<br>- Hiring Mgr utilizes the online requisition tool[1] to create the request<br>- Hiring Mgr completes Statement of Requirements (SOR) for routing to MSP | - MSP reviews SOR with Hiring Mgr<br>- SOR is released to qualified suppliers by specialty area<br>- SOW proposals are received and screened by MSP<br>- MSP forwards SOW proposals to the Hiring Mgr | - Hiring Mgr reviews and receives finalized costs<br>- Hiring Mgr selects best proposal to provide the services<br>- Hiring Mgr notifies MSP of selected SOW proposal<br>- SOWs are approved by the agency and IT Contingent Labor Program<br>- The order is placed to MSP<br>- MSP awards SOW to selected supplier | - MSP manages on-boarding process with supplier<br>- Supplier sends milestone status to MSP<br>- MSP sends milestone status to Hiring Mgr<br>- Hiring Mgr determines if milestones are achieved<br>- Hiring Mgr approves milestones completed and notifies MSP | - MSP manages supplier network & all aspects of supplier relationships<br>- MSP monitors milestone approvals and coordinates invoicing<br>- MSP invoices agencies monthly<br>- MSP is point of contact for all SOW-related matters<br>- MSP administers the IT Contingent Labor helpdesk<br>- MSP provides metrics & supplier performance reporting<br>- MSP oversees contractor off-boarding process |

[1]The online requisition tool is eVA (statewide purchasing system)